
East Bay Paratransit

1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting

12:30 pm to 2:30 pm

Tuesday, September 3, 2024

**The East Bay Paratransit Access Committee (EBPAC) will be convening
at its**

Committee Room

1750 Broadway, Oakland CA 94612

or

Hybrid

Virtual Meeting Information

Link: <https://us02web.zoom.us/j/85344809647?pwd=U0tGM3BvbHJlVnFvVFhTbmhUTTIaQT09>

Webinar ID: 853 4480 9647

Password: 000484

For Public Access Dial-in Information

Number: 1-669-900-6833

Webinar ID: 853 4480 9647

Password: 000484

EBPAC Members:

Warren Cushman

Anthony Lewis

Mary L. Seib

Yvonne Dunbar

Sharon Montgomery

Letitia Tumaneng

Shawn Fong

Michelle Rousey

Roland Wong

EBPAC Agenda

	TOPIC	TIME
1)	Introduction of individuals present: <ul style="list-style-type: none"> • EBPAC Members/New Members • Agency Staff • East Bay Paratransit/Paratransit Coordinator Staff • Members of the Public • New Paratransit Coordinator 	12:35 pm
2)	Zoom Meeting Introduction and Expectations	12:40 pm
3)	Public Comments (this is an opportunity for members of the public to comment on items, not on the agenda. No response from staff, other than a clarification of East Bay Paratransit policies, or EBPAC action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments)	12:45 pm
4)	Election of Officers by Lisa Cappellari (Attachment 1)	12:50 pm
5)	Approval of July 2, 2024 Minutes (Attachment 2)	1:05 pm
6)	Broker Report by Cyndi Lopez (Attachment 3)	1:10 pm
7)	Drivers of the Month by Cyndi Lopez	1:25 pm
8)	AC Transit Realignment Project Update by David Berman and Diann Castleberry (Attachment 4)	1:35 pm
9)	Complaint Process Presentation by Cyndi Lopez (Attachment 5)	2:00 pm
10)	Member Reports	2:15 pm
11)	Next EBPAC Meeting Tuesday, November 5, 2024	2:25 pm
12)	EBPAC Adjournment	2:30 pm

Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.
Please turn off your cell phones during the meeting.

VIRTUAL PUBLIC MEETINGS: The public can access the meeting via call-in or virtual options. The agenda for this remote meeting provides an opportunity for members of the public to directly address the committee in real time. No action shall be taken if a disruption prevents members of the public from offering public comments using either call-in or virtual options.

PUBLIC SPEAKERS: Speakers wishing to address subjects not listed on the agenda will be invited to address the committee under the “public comments” section of the agenda. Speakers who wish to address a specific agenda item will be invited to address the committee at the time the item is being considered. Individuals addressing the committee should limit their comments to two (2) minutes.

PUBLIC PARTICIPATION IN VIRTUAL MEETINGS: To join by Zoom teleconference or video conference, click the link to join the webinar:

<https://us02web.zoom.us/j/85344809647?pwd=U0tGM3BvbHJlVnFvVFhTbmhUTTIaQT09>

To listen in by phone, dial (669) 900-6833 and enter Webinar ID 853 4480 9647 when prompted.

If joined by call, to speak on an item, dial *9 (star nine) to “raise your hand” when the agenda item is called. If joined through Zoom, select “raise your hand” feature to indicate you wish to speak on an item.

When called to speak, the host will unmute you. You will be called by your name (if by Zoom) or the last four digits of your phone number (if call-in). Comment time is limited to two (2) minutes per speaker. If you choose not to speak, dial *9 (star nine) or click “lower your hand” in Zoom. The telephone number(s) are subject to change:

Ranita Prasad (EBP Paratransit Coordinator): (510) 902-5999

PUBLIC TRANSPORTATION and ACCESSIBILITY: All AC Transit bus lines servicing Downtown Oakland stop within walking distance of the meeting location. This site can also be reached via BART to the 19th street Oakland Station. Public meetings at the East Bay Paratransit Office are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome.

ALTERNATIVE FORMATS: East Bay Paratransit will provide written agenda materials in appropriate alternative formats, or disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please direct requests for disability-related modifications or accommodation to the SRAC Coordinator, at 510-902-5999.

SIGN LANGUAGE INTERPRETER: Call the Paratransit Coordinator at 510-902-5999 five days in advance to request a sign-language interpreter.

Attachment 1

East Bay Paratransit Access Committee Officer Elections – Statements of Interest

The following statements are in interest of serving as Chairperson:

Warren Cushman: “I am interested in serving as chair of the East Bay Paratransit Access Committee! I have chaired a number of committees and organizations over the years! I have chaired the mental health advisory board of Alameda County, the IHSS public authority and currently lead a chapter of the blind. I work as a systems change advocate for Community Resources for Independent Living and am very familiar with issues related to paratransit! I am also a current rider of paratransit! Thank you for considering me for chair of this committee!”

Michelle Rousey: “I’m happy to serve as chair or vice chair. I’ve been on the committee for a while and know most of the members. And have been an avid advocate for services for many years now. I started using Paratransit in the early 90s so know a lot of how things have changed over the years.”

The following statement is in interest of serving as Vice Chairperson:

Michelle Rousey: “I’m happy to serve as Chair or Vice Chair. I’ve been on the committee for a while and know most of the members. And have been an avid advocate for services for many years now. I started using Paratransit in the early 90s so know a lot of how things have changed over the years.”

Attachment 2

**East Bay Paratransit
Access Committee (EBPAC)
Meeting Minutes from July 2, 2024**

The meeting came to order at 12:30 pm

1. Introduction of Members Present in Person:

Michelle Rousey

Introduction of Members Present via Zoom:

Warren Cushman

Letitia Tumaneng

Anthony Lewis

Shawn Fong

Roland Wong

Sharon Montgomery

Mary Seib

Attachment 2

EBPAC Members Absent: 1

Staff:

Mallory Nestor-Brush, Accessible Services Manager – AC Transit
Kimberly Ridgeway, Senior Program Specialist – AC Transit
Bob Franklin, Director, Customer Access and Accessibility – BART
Elena VanLoo, Accessibility Administration Analyst – BART
Cynthia Lopez, General Manager – Broker/Transdev
William Gantt, Assistant General Manager – Broker/Transdev
Jasher Nowland, Quality Assurance Manager– Broker/Transdev
Brandon Chan, IT Systems Admin – Broker/Transdev
Patricio Aguilar, Certification Supervisor – Broker/Transdev
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.
Alicia Brown, PCO – Consortium, Paratransit, Inc.
Ana Cisneros, PCO – Consortium, Paratransit, Inc.
Felicia Bard, PCO – Consortium, Paratransit, Inc.

Board Members:

Robert Raburn – BART Board of Directors
Diane Shaw – AC Transit Board of Directors

Guests:

Lucky Maxwell – Center for Independent Living
Naomi Armenta – Nelson/Nygaard
Alec Edges – Nelson Nygaard
Joshua Saunders – Public

2. Zoom Meeting Introduction and Expectations

Lisa Cappellari informed the participants that the meeting is recorded and then proceeded to read the Zoom EBPAC meeting rules and conduct.

3. Public Comments

Joshua Saunders expressed discontent with the EBP application not being accessible with fillable sections as he is visually impaired. Mr. Saunders stated he

Attachment 2

called for assistance, but no employee was available. He was able to fill out the forms with the help of an aide his partner worked with to get the service themselves. Mr. Saunders urged EBP to consider fillable forms for accessibility purposes. Additionally, urged EBP to lower the initial deposit amount for the mobile app as \$40 seems too high especially as someone new to the program.

Lucky Maxwell stated it is necessary to have equitable access. They wish to see the \$40 initial app load minimum to be lowered so it is more accessible to lower income individuals. As a representative from the Center for Independent Living, they offered their services to guide staff in creating fillable applications to boost accessibility.

4. Approval of EBPAC Minutes from May 7, 2024

Motion: Warren Cushman moved to approve the minutes. Roland Wong seconded the motion.

Ayes – 7

Nays – 0

Abstentions – 1

Absent – 1

5. Broker's Report – By Cynthia Lopez, General Manager – Broker/Transdev

Cyndi Lopez gave an update on activities relating to the Broker's office and a review of April and May for the 2023-24 fiscal year compared to the same period for the previous fiscal year.

Cyndi provided reminders on the East Bay Paratransit (EBP) service. EBP currently offers available shared ride public transportation services within $\frac{3}{4}$ of a mile from a fixed route AC Transit bus or BART station during normal service hours matching fixed route or rail for complimentary paratransit.

Attachment 2

The Broker's Office is currently working to fill positions for bilingual customer service representatives that can help communicate effectively to both Chinese and Spanish speaking customers. Over the past few weeks, the Broker's office have hired both Chinese and Spanish speaking reps.

The Broker's Office also continues to work internally on ongoing training to handle challenging situations with greater ease and better customer service during booking process. Training is followed by call monitoring and individual monitoring to provide feedback on performance.

EBP partners with all Service Providers for specific customer-based issues or timeliness. As previously mentioned, this may include PASS or disability sensitivity training to address complaint trends. Currently all Service Providers participate in a complaint investigation and response process.

Beginning July 1, EBP training class will take place at brokers office with everyone meeting in the community room. This allows direct communication with drivers on how the service aids the public, expectations that come with working with EBP, and allows the opportunity to meet staff members at the Broker's Office.

Emergency tsunami preparedness training will likely take place in October. All EBPAC members are welcome to attend. One day is tabletop training exercises followed by emergency preparedness the following day. This will be held in the EBP Community Room.

A Safety Committee Meeting took place in June which invited Service Providers, drivers, and trainers to address on-road issues, specifically fixed-object collision issues and other challenges experienced on the road. In response to last May meeting, the Broker's Office evaluated the number of drivers getting out of the buses at specific locations. The Broker's Office provided drivers with extra reminders with goal of reducing slips, trips, and falls when boarding or unloading the vehicle.

Overall, experienced an increase in passengers of 12.9 and increased trips of 12.5 over the same time in FY 22-23.

Companions increased by 12.5, but no change in PCAs.

Attachment 2

Weekday ridership increased by 10.8% while weekend and holiday riders increased by 5.9%.

Previously modified the phone tree script to educate riders about shared rider public service and need to plan accordingly as rides may take as long as a fixed route trip.

EBP experienced a decrease in rider fault no-shows and late cancellations of 48.1% and a decrease in cancellations overall of 1.1%. This is believed to be due to changes made in no-show and late cancellation process that initially included increased warning and suspension letters for valid no-shows. This ultimately decreased the numbers overall.

Go-backs decreased by 7% as supervisors and call center staff became diligent in pulling calls and verifying bus location via GPS prior to sending vehicles back to their base to keep the system running efficiently.

Revenue hours increased in April and May by 7.4% and productivity increased by 5.2% for passengers per hour, 4.8% for trips per hour. The Broker's Office evaluated underproductive times of the day and modified a few of the runs to start earlier to support busier times of the day or group passengers by destination.

The average trip length decreased by 4.1% and average time on vehicle decreased by 4.7%.

On-time performance for April and May 2024 decreased by 2.2% down to an average of 95.5% for on-time performances. The number of late trips increased 3.7% for 1-20 mins late, increased 0.7% for 21-29 minutes, and .01% for 60+ minutes late category. The differences correlate to increased ridership and decreased driver force due to callouts and vacations. TO minimize the delays, the Broker's Office reassigned trips or offered alternatives to passengers such as taxis.

Total complaints increased in April and May of 2024 to 211 from 134 in 2023 for broker related issues, including reservations, dispatch, etc. Driver-related complaints increased to 156 compared to 70 in 22-23. The Broker's Office is reviewing the increase internally to address the issue.

Attachment 2

April and May 2024 experienced an increase in commendation overall. These are compliments to Broker staff and drivers. This increased 43.3% from 22-23. The average queue wait time increased by 15.7% for an average of one minute fifty-eight seconds.

Accidents increased 2.4% over the previous fiscal year, with a decrease in roadcalls of 8.7%. Broker and window dispatch attempted to work to minimize delays in the service when experiencing mechanical issues. Communication has improved between window dispatch and service providers to provide bus replacements. Service Providers plan to cycle in new bus replacements as the proposal process is completed. Once working agreements are in place, the Broker's Office will present to the EBPAC the plan for vehicle purchases.

Total eligible riders increased by 15.9% in April and May 23-24 over the same period in 22-23 for a total of 11,451 riders: a difference of 1,567 additional riders. There was a decrease of 0.6% in determinations and denials decreased by 1. The eligibility department increased eligibility period from 3 years to 5 for passengers who experience non-changing conditions as an adoption of area implemented best practices.

EBP staff is currently working to manage large drops of service to train newest members on the expectations of EBP. The process is expected to continue through the fiscal year.

The Broker's Office's extra efforts in reeducation in shared ride public transit is successful. Reminders of planning ahead provides riders with realistic expectations of EBP's limitations.

Warren Cushman commented he is concerned about complaints increasing and suggested closely monitoring them. He also inquired if community-based organizations or agencies will attend the emergency preparedness training.

Cyndi Lopez responded EBP's training is made of EBP staff to prepare for a potential emergency. All EBPAC members are welcome and encouraged to participate. Cyndi stated complaints are expected to rise and ridership increases. Many complaints are invalid, though there is two dedicated staff to investigate complaints.

Attachment 2

Michelle Rousey stated there is a review committee and encourages Warren Cushman to volunteer for the next round of elections for sub-committees.

Warren Cushman asked whether there an ADA transition plan is in place.

Mary Seib responded the ADA transition plan has been addressed and may possibly need updating.

Director Raburn requested a review of the complaint trends. Director Raburn inquired about whether the vehicle replacement process will include public evaluation.

Cyndi responded complaints are tracked by category and trends are monitored. In the past, when purchasing new vehicles, members of the committee were invited to the EBP office to test out vehicles under consideration. This includes evaluation of the lift location, etc.

Lisa Cappellari stated reviewing complaints per trip normalizes the vast increase in complaints overall as trips have increased significantly. Comparing the percentage of complaints per trip from 22-23 to 23-24 is a minimal increase.

Shawn Fong asked how the increase in service demand compares to pre-pandemic levels.

Cyndi Lopez responded service demand has recovered to 70-75% of pre-pandemic levels, which is in line with area agencies.

6. Drivers of the Month by Cyndi Lopez

Cyndi Lopez will present April, May, June, and July Drivers of the Month in September.

7. Eligibility Interview Process by Jasher Nowland

Jasher Nowland gave a presentation on the Eligibility Interview Process used by EBP to certify new riders.

Attachment 2

The Bay Area Paratransit Eligibility Transformation Plan – Action 25 from MTC is focused on developing standard eligibility processes for the Bay Area. Each agency typically has their own process, but the new action plan will create a consistent, streamlined process. The intent is to develop both short-term and long-term recommendations.

The pre-pandemic process:

- EBP received an average of 6,000 applications per year, 3,500+ being new applicants.
- All new applicants were required to complete an In-Person Assessment (IPA).
- Analysts requested a professional verification form when needed
- Recertification applicants that had a condition not likely to change would be required to complete a short form application after 3 years.
- Some recertification applicants were required to come back in for an IPA.
- IPAs were conducted in Oakland, Fremont, and San Pablo.

National Transportation Institute reports the differences between agencies that do not conduct interviews or skills assessments compared to agencies that do.

- Incomplete Applications: 1-5% - No interview; 20-20% - Interview
- Determinations:
 - Unconditional Eligibility: 90-95% - No interview; 50-60% - Interview
 - Conditional Eligibility: 0-5% - No interview; 20-40% - Interview
 - Temporary Eligibility: 0-5% - No interview; 10-15% Interview
 - Not Eligible: 1-2% - No interview; 1-10% - Interview

East Bay Paratransit's Eligibility Statistics:

- Full Eligibility: 50-53%
- Conditional Eligibility: 29-32%
- Temporary Eligibility: 11-13%
- Denied: 1-7%
- 80% of applicants received permanent eligibility (short for recertifications)

Jasher reviewed the Bay Area Eligibility Process Recommendation.

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For 30-Day Medical Urgent form. This is an expedited approval that will allow the individual to use paratransit services but require them to complete an application (and possible assessment) for long-term eligibility during the 30-day window.

Phone interviews are new to EBP, though recommended per Action 25.

- Tier 1 recommendation is to expand intake call roll.
- Tier 2 is to explore non-in-person requirements for certain disabilities.
- Determines whether 2nd level assessment is necessary
- Confirms accuracy of information on the application
- Able to explain paratransit rules, expectations, and answer inquiries.

EBP's Draft Recommendations include:

Tier 1:

- Expand Intake Call Roll: educate callers about mobility options and intended role of ADA paratransit
- Standardized Appeals Process: standardized process by conducting appeals on a sub-regional basis with standing committees
- Identify paratransit alternatives and enhance promotion: identify accessible mobility options available in the community
- Participate in eligibility trainings: MTC to host NTI paratransit eligibility trainings annually

Tier 2:

- Increase application of conditional trip eligibility: implement protocol of contacting conditionally eligible riders to clarify the eligibility conditions and discuss alternatives
- Explore non-in-person assessments for certain disabilities: explore remote assessments for psychiatric, visually impaired, etc. conditions.
- Explore technical solutions: enhance accuracy and consistency of eligibility programs. Modules to streamline trip eligibility limitations during booking.
- Incorporate travel training: ensure eligibility and travel training programs work in tandem.

Transit Skills Assessments:

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- **FACTS (Functional Assessment of Cognitive Transit Skills):** designed to evaluate applicants who might have difficulty using fixed-route transit due to a developmental cognitive disability.
- **Beck's Anxiety Inventory (BAI):** assessment for measuring anxiety severity and level.
- **Mini Mental State Examination:** tool designed to systematically and thoroughly assess mental status.
- **Tinetti Balance Test:** assesses person's perception of balance and stability during activities.

Regional Transit Connection Opt-In

- Discounted fares for people with qualifying disabilities on fixed-route, rail, and ferry in the Bay Area. The discount card does not apply to complementary paratransit services.
- For eligible riders under 65 unless their disability requires an attendant.

The East Bay Paratransit website was updated to ease access to the feedback form. This also includes an updated preferred contact method.

A digital application form is in process and updates will be provided at the next EBPAC meeting.

Michelle Rousey asked if the RTC cards were updated based on the portion of the presentation referencing discounted fares.

Jasher Nowland responded the RTC Opt-In is included in the eligibility process with an opt-in form included on the application. This is an effort to streamline transit access and offer alternative methods.

Roland Wong commented the centralized database may not be effective and it is required the rider consult with the original qualifying agency for eligibility information as he was asked by another agency to have his profile faxed from EBP.

Jasher Nowland stated the Regional Paratransit Eligibility database was down temporarily but is back up.

Attachment 2

Anthony Lewis asked whether it is becoming more standard for eligibility applications to be submitted online.

Jasher Nowland responded paper form is still the standard for EBP but updates for online applications is in the works.

Anthony Lewis inquired about the process for situations in which a passenger may be fearful or concerned about other passengers travelling with animals.

Jasher Nowland replied that passengers with concerns about animals will likely receive a reminder letter that EBP is a shared ride service which may include passengers riding with pets (in and out of carriers) or service animals.

Warren Cushman commented the eligibility process is multi-layered and individuals with mental health concerns may not be best evaluated based on tests alone, but rather with a component of lived experiences.

Shawn Fong asked for clarification on the proposed eligibility recommendations.

Jasher Nowland responded the eligibility process may include many steps, but a determination can be made at any point in the process, even if all the steps are not completed. Often a second assessment is on an as-needed basis.

Mallory Brush commented Drennen and John Sanderson will present Tier 1 (near term) and Tier 2 (long term) plans in July to move forward with action plan recommendations.

Lucky Maxwell stated they would like a general description of the process posted to the website as a client recently stated they were surprised by the process.

8. Status of Contracts by Mallory Brush

Mallory Brush gave a brief update on the status of contracts.

Spare Labs will tentatively start August 1st.

Attachment 2

The Broker Contract with Transdev is under a 6-month extension through December 31, 2024 as final evaluations are underway for a new Broker contract.

Paratransit Coordinator contract is under one-year extension with one-year option period.

Warren Cushman asked for clarification on “review” of the Broker contract.

Mallory Brush clarified the Broker is currently under a 6-month extension and a new Broker contract will be awarded Fall 2024.

9. Report from EBPAC Members

Shawn Fong announced city of Fremont Ride-On Tri-City program is undergoing a redesign of accessible and wheelchair accessible van service (WAV) one year from now, possibly in early January with accommodation of advance notice. This is to provide same-day wheelchair accessible service.

10. Next EBPAC Meeting Date

The next EBPAC meeting is Tuesday, September 3, 2024 at 12:30 pm.

11. EBPAC Adjournment

The meeting adjourned at 2:08 pm.

Attachment 3

**EAST BAY PARATRANSIT
Performance Report for the EBPA
Systemwide**

	FY 22/23 Jul-Jun	FY 23/24 Jul-Jun		Variance
Ridership Statistics				
Total Passengers	419,288	480,098		14.5%
ADA Passengers	370,032	424,954		14.8%
% Companions	0.8%	1.0%		23.6%
% of Personal Care Assistants	11%	11%		-4.0%
Average Passengers/ Weekday	1,436	1,641		14.2%
Average Pass/ Weekend & Holidays	523	603		15.2%

Scheduling Statistics				
% Rider Fault No Shows & Late Cancels	2.8%	2.2%		-21.9%
% of Cancellations	19.7%	19.1%		-3.1%
Go Backs/ Re-scheduled	6,135	5,777		-5.8%

Effectiveness Indicators				
Revenue Hours	322,042	368,103		14.3%
Passengers/Revenue Vehicle Hour	1.30	1.30		-0.2%
ADA Passengers per RVHr.	1.15	1.15		0.1%
Average Trip Length (miles)	11.92	11.80		-1.0%
Average Ride Duration (minutes)	52.2	52.0		-0.4%
Total Cost	\$44,272,945	\$45,278,457		2.3%
Total Cost per Passenger	\$105.59	\$116.26		10.1%
Total Cost per ADA Passenger	\$119.65	\$131.34		9.8%

On Time Performance				
Percent on-time	96.9%	96.4%		-0.5%
Percent 1-20 minutes past window	2.7%	3.10%		15.1%
% of trips 21-59 minutes past window	0.4%	0.50%		33.9%
% of trips 60 minutes past window	0.01%	0.03%		114.7%

Customer Service				
Total Complaints	1,067	1,399		31.1%
Complaints as % of Rev Passengers	0.33%	0.39%		18.2%
Timeliness	265	322		21.5%
Driver Complaints	458	655		43.0%
Equipment / Vehicle	11	20		81.8%
Scheduling and Other Provider Complaints	85	93		9.4%
Broker Complaints	248	309		24.6%
Commendations	465	667		43.4%
Ave. wait time in Queue for reservation	1.45	1.72		18.6%

Safety & Maintenance				
Total accidents per 100,000 miles	3.97	3.60		-9.3%
Roadcalls per 100,000 miles	2.47	2.80		13.2%

Eligibility Statistics				
Total ADA Riders on Data Base	9,981	11,609		16.3%
Total Certification Determinations	3,626	3,004		-17.2%
Initial Denials	26	24		-7.7%
Denials Reversed	2	1		-50.0%



Realign



AC Transit Realign Update

East Bay Paratransit Access Committee (EBPAC)

September 3, 2024

What is Realign?

It's a review of our bus lines.

Prioritize where and when transit service is offered

Align service with rider needs and equity goals

Why Change Our Bus Network?

- Travel patterns have changed
- Ridership is 74% of pre-pandemic levels
- Challenges with hiring and retaining Bus Operators
- Fare and tax revenue losses continue
- Reallocate today's resources to best deliver bus service to our communities.

Guiding Principles

Equity

Prioritizing bus lines for communities that need it the most.

Reliability

Predictable and consistent service that minimize delays & cancelations.

Frequency

Designing a bus network that is efficient and reduces your wait time.

Realign Project Phasing

Phase 1 (Mar-Jun 2023) Develop Plan and Learn Rider Needs

Phase 2 (Jul-Aug 2023) Aligning Guiding Principles with Community Assessment

Phase 3 (Sep-Dec 2023) Develop Service Scenarios and Gather Feedback

Phase 4 (Jan-Oct 2024) **Draft Plan/Draft Final Plan, Service Standards, & Plan Adoption**

Phase 5 (Jan-Apr 2025) Inform Riders about Service Changes

On-going emphasis on equity and transparency in all project phases and communications



Public Engagement: Phase 4

May 5 through June 5, 2024

Engagement metric highlights:

- **23,116** Website Views
- **529** Online survey tool responses
- **180** Community events
 - **5,784** Touchpoints
- **49** emails
- **6** Phone calls
- Social Media Performance
 - **45,836** Impressions
 - **1,774** Engagements



Realign



Public Engagement: What We Heard

Positive Sentiments

- Support better transit connections
- Support more direct routes
- Support maintenance of coverage
- Appreciated increase in frequency on more lines

Negative Sentiments

- Concerned with Frequency reductions
- Concerned with consolidation of Lines 51A and 51B
- Concerned with level of service in central Alameda, Berkeley Hills and El Cerrito Hills

Realign Draft Final Plan

August 7, 2024 – September 11, 2024

Adjustments to Draft Plan

- Reflects significant public and operator feedback
- Maintain Lines 6, 51A, and 51B
- Move Line 7 terminal in Emeryville from Amtrak to Public Market
- Line 19 shortened to downtown Oakland
- Line 20 in Alameda Point extended west to Pan Am Way
- Line 21 split between Skyline High School and Chabot Space & Science Center
- Adjust Line 29 to downtown Berkeley, route instead via Sacramento & Stanford/Powell
- Adjust part of Line 73/805 routing near Coliseum BART

Recommendations Adopted by Board of Directors on March 13, 2024

Broaden Frequent Network

*Bus lines operating every 15 minutes: 1T, 6, **10, 18**, 20/21, 51A/B, 52, **57**, 97, and NL*

Improve Reliability (Customer Focused/Operator Supported)

Focus improvements where on-time performance (OTP) < 70%

Tune Frequency for efficiency

Minor changes (e.g., operate 15 to 17 min.) where savings possible

Frequent Service

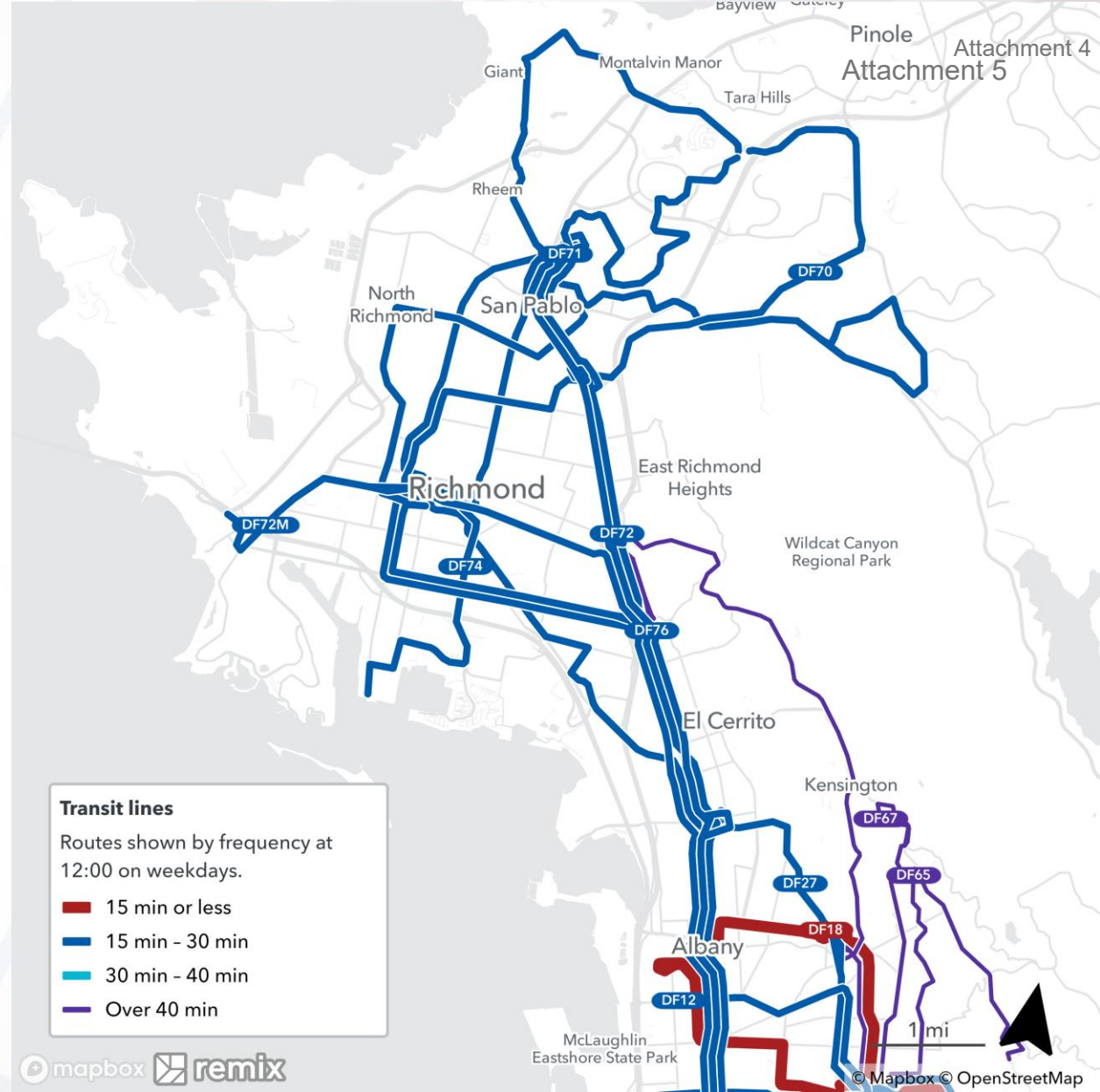
(15 min. or better)

- Restores **15 min.** service on lines 10, 18, 57, and NL
- **Maintain lines 6, 51A, and 51B as they exist today.**
- **San Pablo Corridor:** Local 72/72M every 15 minutes; Rapid every 30 minutes.
- **Alameda:** Lines 20/21 combined 15 min frequency between Otis and Macarthur.
- **Richmond:** Lines 70 and 76 on Cutting Blvd between El Cerrito del Norte BART and Richmond BART means 15-minute service.
- **Fremont:** Lines 210 and 299 on Fremont Blvd. between Decoto Rd. and Walnut Ave. every 15 minutes.



West Contra Costa County Map of bus lines

(Illustrating routes and frequency)



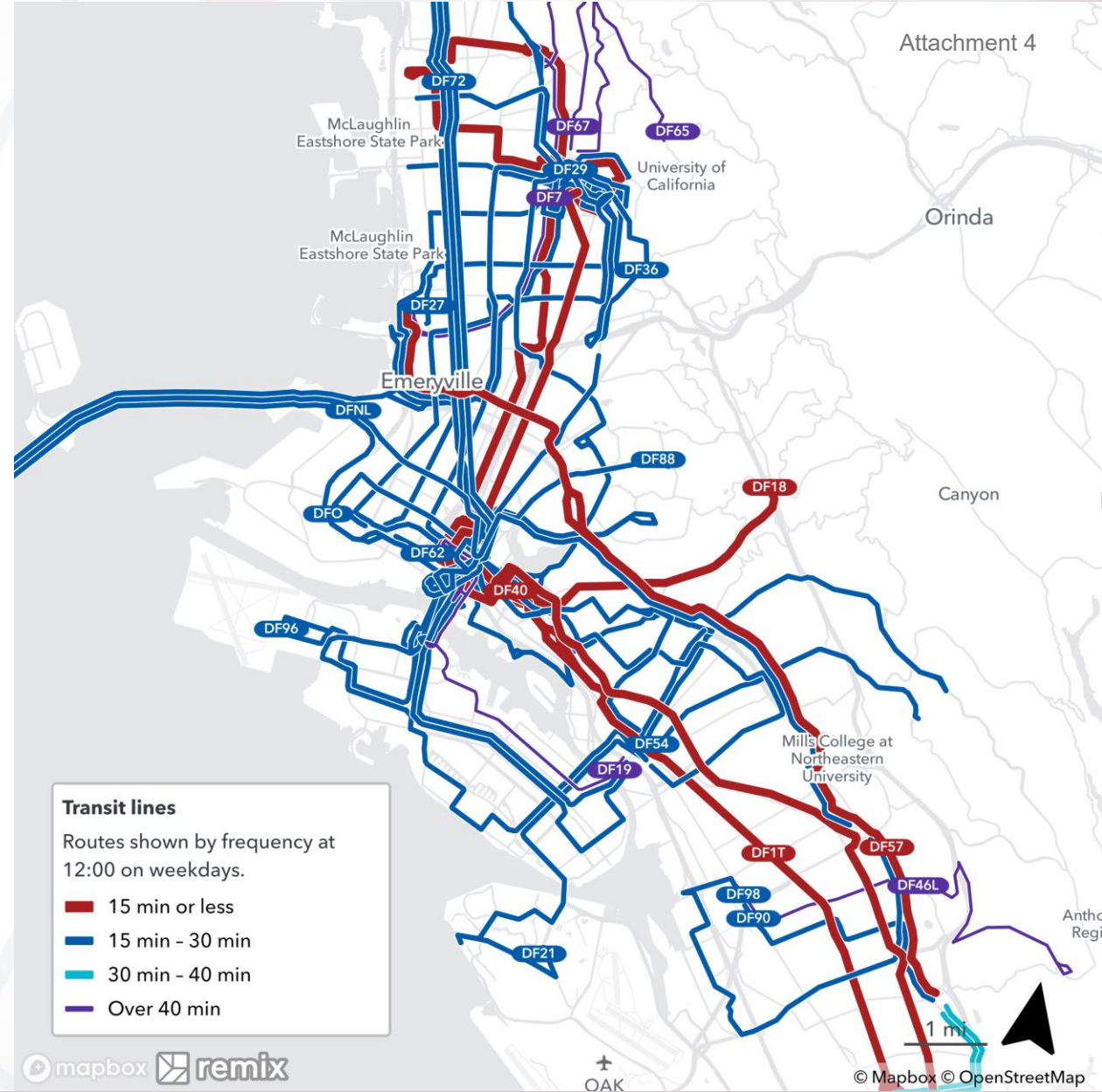
West Contra Costa County

- Local 72/72M every 15 minutes; Rapid every 30 minutes.
- Adjusted Line 70 brings frequent service on high-demand Cutting Corridor
- More frequent weekday service on Line 71
- No change to coverage in El Sobrante Hills on Line 74
- Extended Line 76 now provides service to the adjusted Line 72 (Rollingwood neighborhood)



Northern Alameda County Map of bus lines

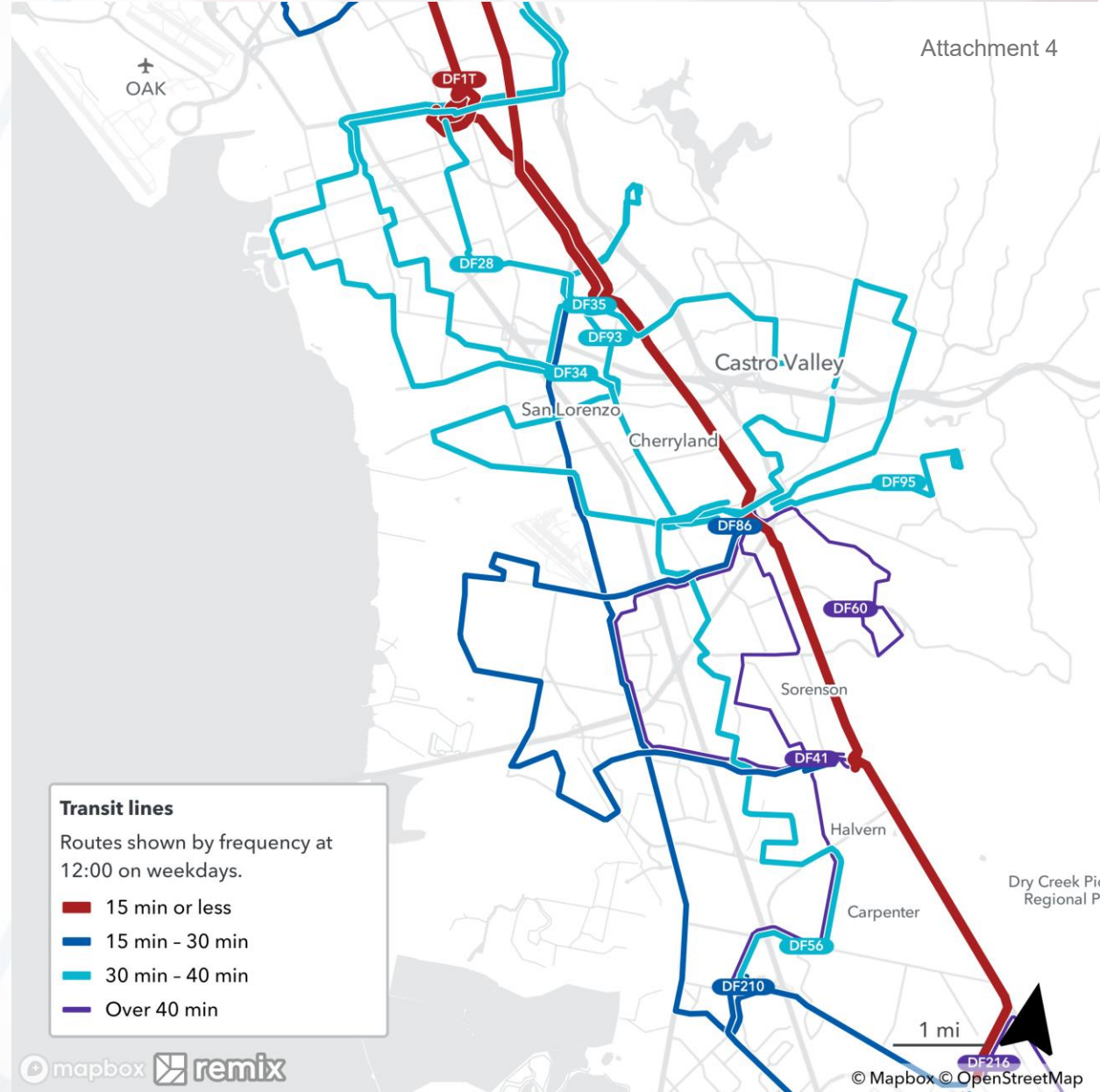
(Illustrating routes and frequency)



Northern Alameda County Proposal

- Adjusted Line 29 provides new service on Alcatraz and Stanford and extends to downtown Berkeley
- Adjusted Line 96 now provides service to Brooklyn Basin
- Service on Ashby is now provided by new Line 27
- Line 19 operates between downtown Oakland and Fruitvale BART.
- Line 21 no longer serves OAK Airport, replaces Line 39 service on Skyline and serves Chabot Space & Science Center
- Adjusted Line 20 provides new service on Alameda's West End, extends to Pan Am Way
- Slight frequency reduction on Lines 54 & 73

Central Alameda County Map of bus lines (Illustrating routes and frequency)



Central Alameda County

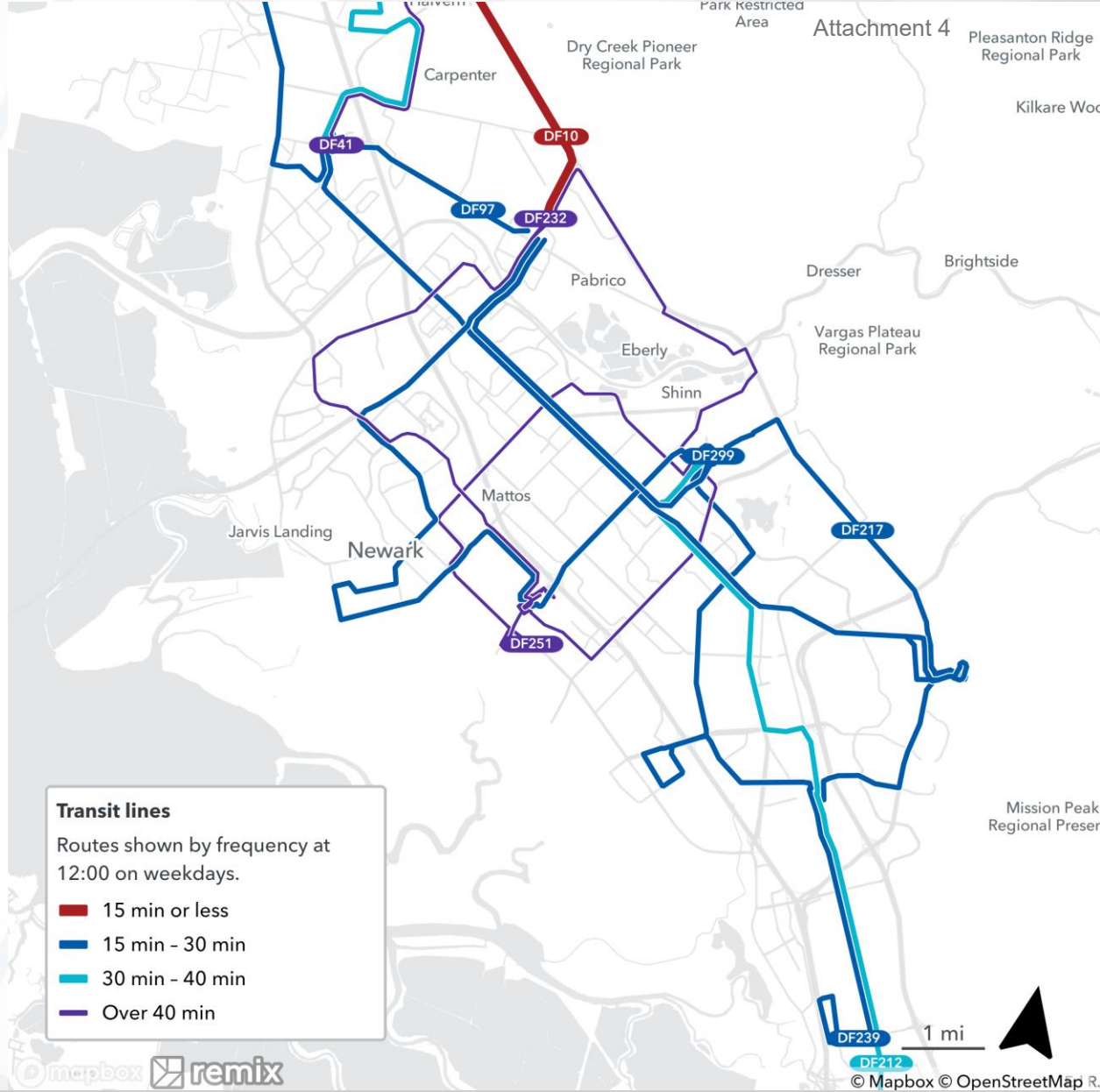
- Extends Line 10 to Union City and reduces the number of transfers in Hayward
- Improve weekday frequency to every 40 minutes on Lines 28, 34, 35, 41, and 56
- No service changes to operating neighborhood bus lines. (Retain all existing bus lines)



Southern Alameda County

Map of bus lines

(Illustrating routes and frequency)



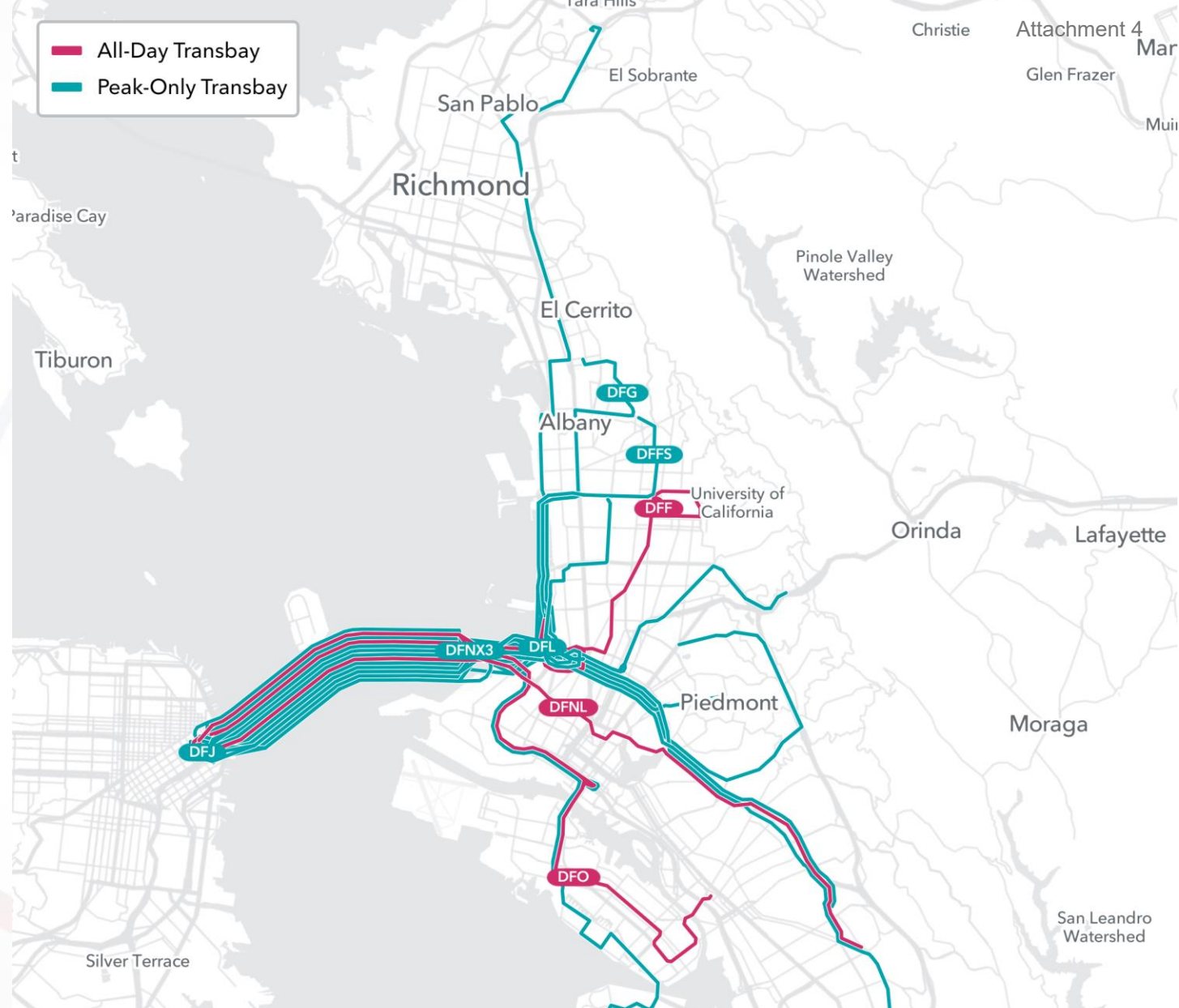
Southern Alameda County

- Weekday service frequency is between 30-60 minutes.
- Coordinated 15-minute service on Fremont Blvd. between Decoto and Walnut.
- Adjusted Line 212 replaces Line 217 into Santa Clara County
- Adjusted Line 239 connects Pacific Commons with both Warm Springs and Fremont BART
- Warm Springs *microtransit* under transit planning review.



Transbay Map of bus lines

(Illustrating routes and frequency)



Transbay

- No changes to lines E, F, FS, G, J, NL, NX, NX3, O, P, U, V alignments
- Lines L and LA are consolidated
- Lines OX and W are consolidated
- Transbay Lines, temporarily suspended during the pandemic will not be restored: B, C, CB, H, M, NX2, NX4, NXC, OX, S, SB, Z

All-Nighter

- No changes to lines 1T, 800, 802, 840, 851
- Line 801 reduced to every 60 minutes to match ridership levels
- Line 805 to be rerouted north of Coliseum BART to match Line 73 proposal.



Paratransit Impacts

- Paratransit coverage area currently frozen at larger 2019-era network
- Grandfathering has cost and policy implications
- Estimated ~100 active paratransit clients would fall outside of $\frac{3}{4}$ mile range of fixed-route in Draft Final Plan





Realign



Realign Service Levels by Phase

Scope of Public Hearings

- Realign Plan
- Realign+ Plan
- Unconstrained Plan

Realign Service Levels by Phase (from near- to long-term)

Scope of Public Hearings

Realign (as soon as March 2025)

- Operator/Cost-Neutral
- 85% of Pre-Pandemic Service Levels

Realign+ (on-going)

- Operator and Funding-Dependent
- 100% of Pre-Pandemic Service Levels
- Focused on Priority Transit Network

Unconstrained Plan (long-term)

- Operator and Funding-Dependent
- Aspirational, unconstrained network plan
- Incorporating what we've heard from riders, public, advocates, and municipalities.



Realign+ : *As we staff up to our budgeted pre-pandemic headcount, where do we put those new operators?*

Reliability:

- **Fill all scheduled trips** (meet or exceed KPI for % of Service Operated)
- **Invest in service schedules where needed**
- **Continue capital reliability investments** street + signal design, and dedicated restrooms for operators

Frequency:

- Prioritize new service that **reestablishes frequent transit network**

Equity:

- Ensure frequent network **improves travel in Equity Priority Communities (EPCs)**



Realign+ : Invest in Primary Route Network

Frequency and Span Minimums

Weekdays:

5:00 – 12:00 a.m.

at least every 15 minutes:

7:00am – 7:00pm

Weekends:

6:00 – 12:00 a.m.

at least every 20 minutes:

7:00am – 7:00pm

1. **Line 72R**
2. **Line 1T** (*every 7-8 minutes*)
3. **Lines 51A/B** (*every 10 minutes*)
4. **Line 14**
5. **Line 62**
6. **Line 88**
7. **Line 73**
8. **Line 36** (*based on existing Line 36/79 alignment ridership*)
9. **Line F**
10. **Line 54**
11. **Line 76**
12. **Line 27** (*based on existing Line 7 and Line 79 ridership*)
13. **Line 12**
14. **Line 52**
15. **Line 299** (*based on existing Line 99 ridership*)



Next Steps

Draft Plan [Done]	May 15 – June 5, 2024	<ul style="list-style-type: none"> Public Review & Feedback
Draft Final Plan	August 7 – September 11, 2024 <i>(We are Here)</i>	<ul style="list-style-type: none"> Set Public Hearings & Open Public Comment period
Public Hearings	September 9,10,11, 2024	<ul style="list-style-type: none"> Convene Public Hearings & Close Public Comment period
Final Plan Decision	October 9, 2024	<ul style="list-style-type: none"> Board Votes on Final Plan

Note: Service Standards and Vision Plan to be refined in latter half of 2024/early 2025.

Share your feedback on proposed bus line changes
at *actransit.org/realign*.

Email us at *realign@actransit.org*

Call us on our Community Project Line:

(510) 267-5631 (English) • (510) 267-5632 (Spanish) • (510) 267-5633
(Mandarin) • (510) 267-5634 (Cantonese)

Attend a Public Hearing:

September 9 at 6:00PM • September 10 at 9:00AM • September 11 at
2:00PM or 6:00PM

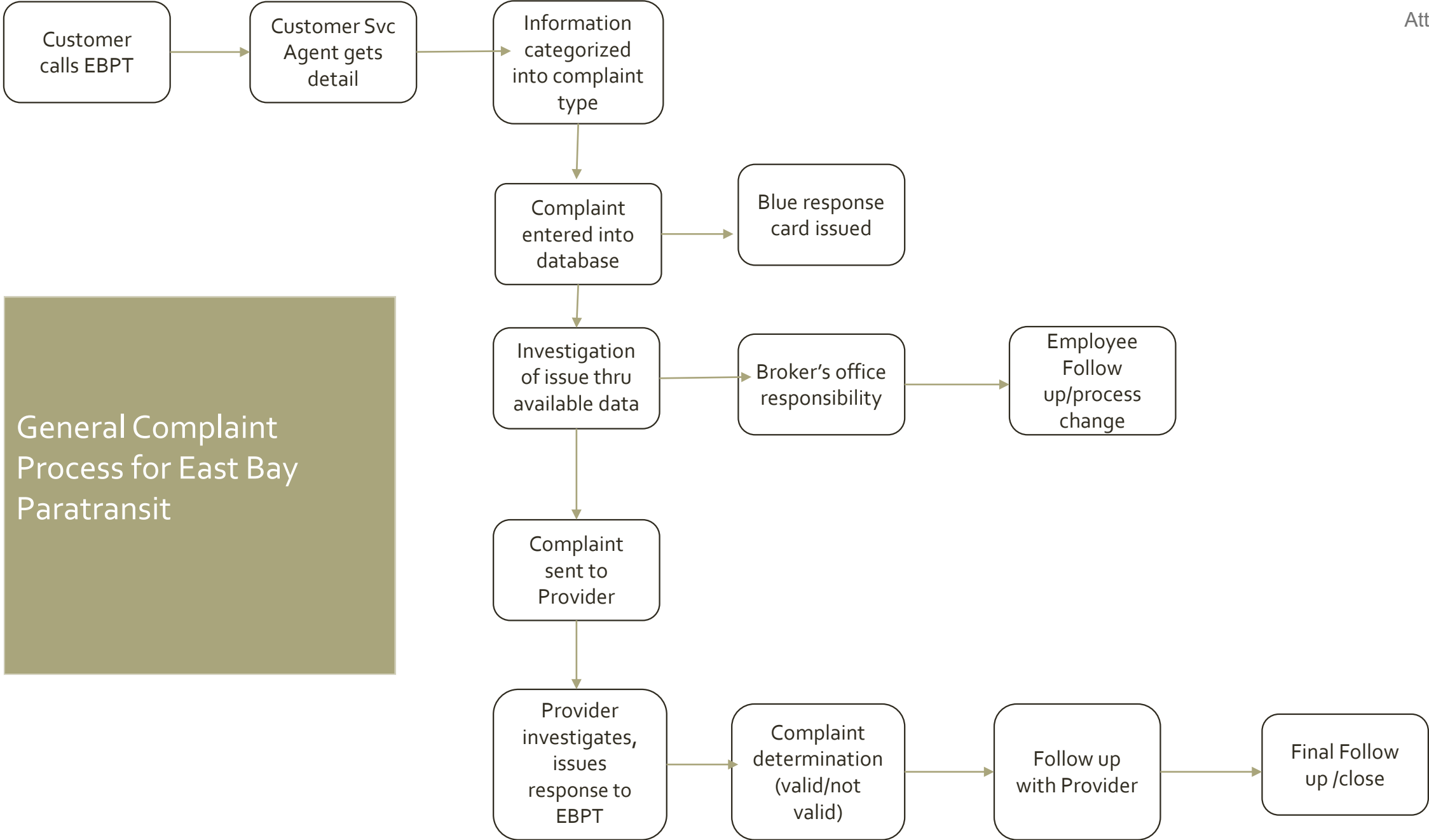
East Bay Paratransit

Customer Response Process



Customer
Response
processes
feedback daily

- 1436 trips M-F
- 597 trips Sat-Sun
- FY 22-23 complaints – averaging 89/month
- FY 22-23 commendations – averaging 39/month
- Nov (highest) — 137 complaints
- July (lowest)—53 complaints



General Complaint Process for East Bay Paratransit

Customer Response Department

Purpose: Take and process customer feedback that will help improve our service

- Complaints
- Commendations (compliments)



Feedback Process (complaints)

1. Customer has unsatisfactory experience
2. Calls East Bay Paratransit
 - Option to speak to a Customer Service Agent, or a Supervisor
 - Leave message on comment line
 - Walk-ins (EBPT office)

Customer Service asks for more info (details) of situation



Call is
forwarded to
customer
response
department →

- Information categorized into type of complaint:
- Trip timeliness
- Driver complaint: attitude/rudeness
- Driver skill (unsafe driving)
- Citizen driver complaint
- Staff issue



- Complaint is entered into our record keeping database (Adept system)
- Blue response card is issued to let customer know that we received their complaint/concern and have recorded it down

Blue response card

Date: _____

Dear _____:

We are sorry for the problem you experienced using East Bay Paratransit service. Thank you for taking the time to contact us with your complaint about _____ on the trip you took on _____.

We take your complaints seriously. We use the information you give us to track down problems and to improve the system.

We will investigate your complaint further and address it. If you wish to know what has been done to address the issue, please call our office 14 days after the date of this card. Sometimes a problem may happen again, despite our actions. If you have a similar experience in the future, please contact us again.

Sincerely,

(Response Coordinator's Name)

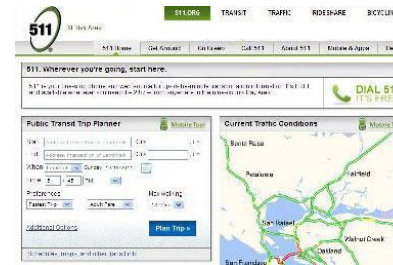
East Bay Paratransit
Customer Response Department
(510) 287-5000, and press 4

Investigation

Staff looks at multiple sources of data to do investigation for complaint



Listening to booking phone call

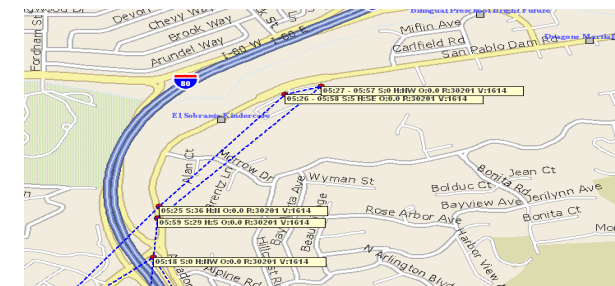


Trip length comparison on FR

Field	ClientName	Status	Plat	ETA	Target	HouseNumber	Address	City	AddressCode	Stop	StopTime	AddressCode	Odometer	AmbSeats	VcSeat
1665971	GURUNG, PAN	S	P	08:00	08:04	1729	E 10TH ST	OAKLAND	08:06	8			10893.2	0	
1667438	STREETER, SAM	S	P	08:20	08:09	650	36TH ST	OAKLAND	08:22	1			10888.2	1	
1667438	STREETER, SAM	S	D	08:40	08:00	655	FOOTHILL BLVD	OAKLAND	08:42	1			10891.7	0	
1665971	GURUNG, PAN	S	D	08:40	08:00	656	FOOTHILL BLVD	OAKLAND	08:42	8			10891.7	0	
16689122	MCCURDY, KATRIN	S	P	09:20	09:03	36459	CHRISTINE ST	NEWARK	09:20	8			10837.6	2	
16674602	MCDONALD, JOSEPH	S	P	09:20	09:20	32224	ALMADEN BLVD	NEWARK	09:37	3			10843.6	1	
16679397	ANWAR, YUDICA	S	P	09:05	09:03	37033	POPLAR ST	NEWARK	09:07	3			10890.6	1	
16674602	MCDONALD, JOSEPH	S	D	10:05	11:00	2928	ADELINE ST	BERKELEY	10:51	3			10883.8	0	
16689122	MCCURDY, KATRIN	S	D	10:05	11:00	2928	ADELINE ST	BERKELEY	10:51	5			10883.8	0	
16679397	ANWAR, YUDICA	S	D	11:20	11:30	2444	ROAD 20	SAN PABLO	11:26	3			10894.7	0	
16659867	BREAK, DRIVER	S	P	11:20	11:00		FLOATING BREAK	FLOAT	11:26	0			10894.7	0	
16659867	BREAK, DRIVER	S	D	11:05			FLOATING BREAK	FLOAT	11:57	0			10896.7	0	
16677968	EHFMAN, JODI	S	P	12:25	12:04	2013	2ND ST	BERKELEY	12:26	8			10930.9	1	
16679311	JEFFREY, DENNIS	S	P	12:50	12:00	3260	ADELINE ST	BERKELEY	12:52	8			10906.8	0	
16679311	JEFFREY, DENNIS	S	D	13:10		3024	PLYMOUTH ST	OAKLAND	13:19	5			10910.9	0	
16677968	EHFMAN, JODI	S	D	13:50		28036	PDMOND AVE	HAYWARD	13:58	5			10933	0	
16659868	BREAK, DRIVER	S	P	13:50	14:00		FLOATING BREAK	FLOAT	13:58	0			10933	0	
16659868	BREAK, DRIVER	S	D	14:30			FLOATING BREAK	FLOAT	14:31	0			10934	0	
16659934	REEVES, DANNIE	S	P	15:00	14:30	601	DAVIS ST	SAN LEANDRO	15:03	8			10943.6	0	
16659934	REEVES, DANNIE	S	D	15:30		1462	104TH AVE	OAKLAND	15:38	5			10947.5	0	

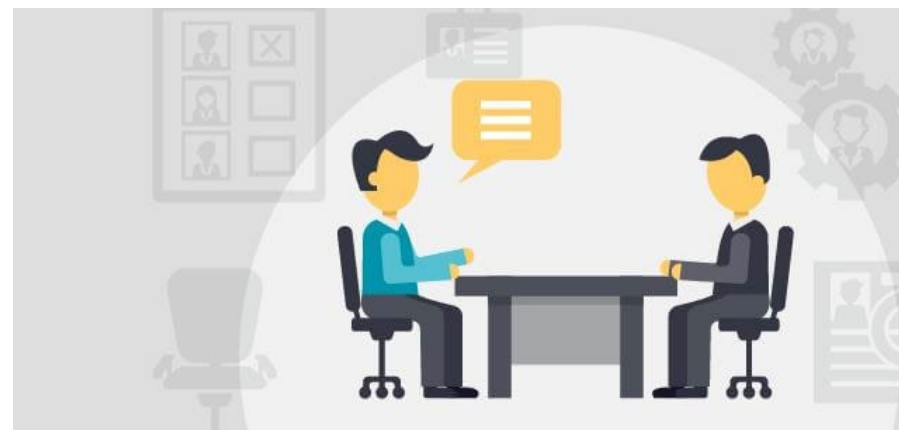
Review of trip information, driver manifest

Review of AVL (GPS information) to confirm bus location during time of incident, etc..



Then.....complaint is forwarded to Provider

Provider also investigates the incident:
Speaks to driver, looks at GPS information,
has mechanical items on bus looked at, etc..



Provider issues a response

1

Response is reviewed

2

Sent back if more information is gathered or needed

3

Timeline for expected response is usually within 14 days

4

48 or 24 hours for serious issues

Follow up with Providers



Employee Discipline

Penalties (LDs for non-compliance, etc.)



Bus Repair

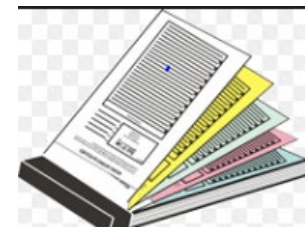


Employee retraining

Follow Up with Passenger



- Card is issued, mailed indicating EBPT received a complaint (compliment) and it was processed and follow up did happen (or is happening).
- In most cases customer response department can update caller on status, within 14 days, depending on situation. In some cases, EBPT will help with a future ride—however we do not reimburse for losses or fees due to trip. (ex: fees paid for missed appointments, etc..)
- Follow up letter closing out complaint with general determination sent out following the investigation. Letters include option to appeal.





thank you!